

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	124	135	-8%
	Admits	36	56	-36% ▼
	Discharges	45	45	0%
	Service Hours	1,556	1,851	-16% ▼
	Bed Days	10,401	9,675	8%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Community Support	43	32.1%
	Case Management	34	25.4%
	Residential Services	22	16.4%
Addiction	Residential Services	26	19.4%
	Crisis Services	9	6.7%
Forensic MH			

Consumer Satisfaction Survey

(Based on 82 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		84%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	5	4%	▼ 15%	Male	78	63%	60%
26-34	14	11%	▼ 24%	Female	46	37%	40%
35-44	14	11%	19%	Transgender			0%
45-54	39	31%	22%				
55-64	47	38%	▲ 15%				
65+	5	4%	4%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	102	82%	75%	White/Caucasian	68	55%	65%
Hisp-Puerto Rican	19	15%	12%	Black/African American	51	41%	▲ 16%
Hispanic-Other	2	2%	7%	Asian	2	2%	1%
Hispanic-Cuban	1	1%	0%	Other	2	2%	▼ 13%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	1	1%	1%
Unknown			6%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			3%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	179	137	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	16	100%	85%	90%	15% ▲

Service Utilization

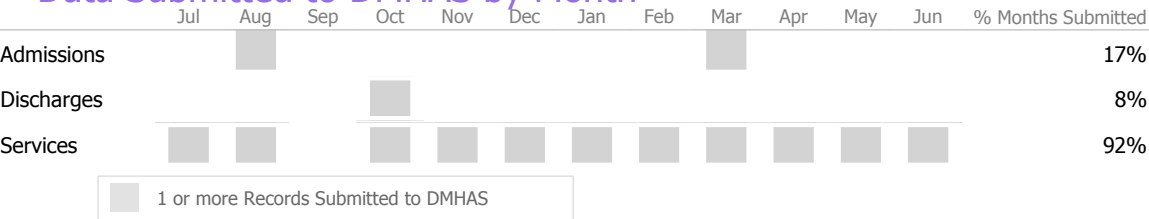
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	15	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 71%

Data Submitted to DMHAS by Month



* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	2	3	-33% ▼
Discharges	2	2	0%
Service Hours	157	194	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	18	100%	85%	90%	15% ▲

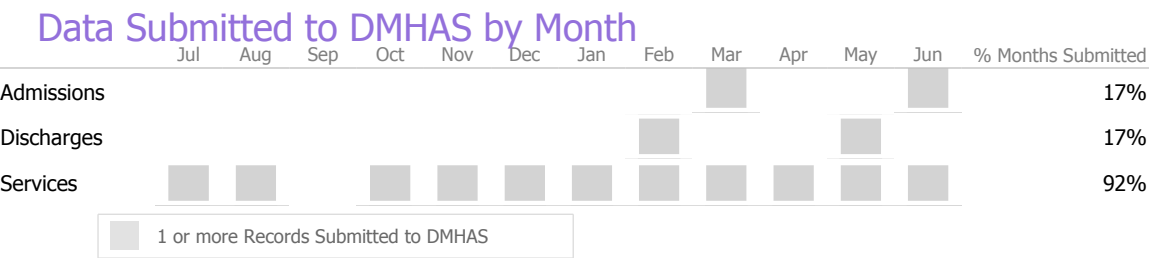
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	16	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div> 100%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div> 100%	71%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	11	14	-21% ▼
Discharges	10	12	-17% ▼
Bed Days	4,385	3,873	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	86%	83%
✓ SA Screen Complete	86%	82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	60%	60%	68%	0%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		5	83%	90%	81%	-7%

Recovery

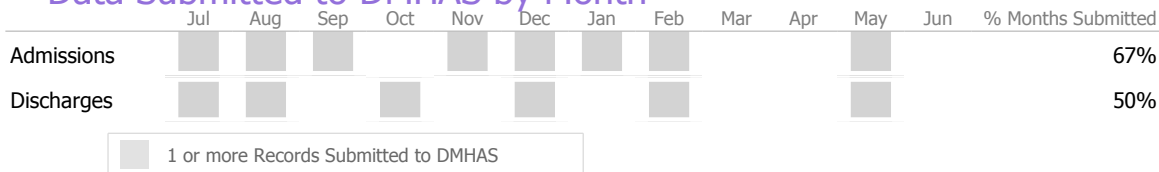
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	68%	60%	86%	8%
✓ Stable Living Situation		22	100%	95%	96%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		14	74%	95%	69%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	371 days	0.2	92%	90%	93%	2%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	6	8	-25% ▼
Discharges	6	6	0%
Bed Days	800	755	6%

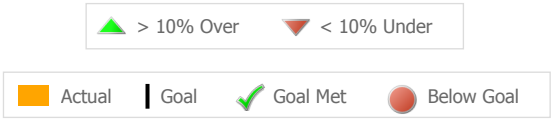
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge	<div><div></div></div>	6	100%	85%	90%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	<div><div></div></div>	4	80%	90%	90%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div><div></div></div>	3	141 days	0.2	73%	90%	86%	-17% ▼
<div><div>< 90%</div><div>90-110%</div><div>>110%</div></div>								

Data Submitted to DMHAS by Month



* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	48	-10% ▼
Admits	4	14	-71% ▼
Discharges	15	8	88% ▲
Service Hours	1,220	1,520	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	93%	65%	69%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		41	93%	60%	80%	33% ▲
✓ Stable Living Situation		43	98%	80%	92%	18% ▲
● Employed		5	11%	20%	12%	-9%
● Improved/Maintained Axis V GAF Score		34	83%	95%	60%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 44 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	29	-10% ▼
Admits	11	15	-27% ▼
Discharges	11	15	-27% ▼
Bed Days	5,216	5,047	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	100%

Data Submitted to DMHAS by Month



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	27%	85%	58%	-58% ▼
Follow-up within 30 Days of Discharge		1	33%	90%	52%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		24	92%	60%	90%	32% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	561 days	0.2	95%	90%	92%	5%

< 90% 90-110% >110%



* State Avg based on 3 Active AIDS Residential Programs